

**List of Dementia services  
for the Buloke Shire**

**November 2008**

Aged Care Assessment Service (ACAS)  
Aged Persons Mental Health Service (APMHS) – Community Team  
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Buloke Shire Council  
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    Delivered Meals – Meals on Wheels HACC  
    Home Care  
    Home Maintenance  
    Personal Care  
    Planned Activity Groups  
    Respite Care  
    Senior Citizens  
    Social Support  
    Transport - HACC Community Transport  
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Carer Support & Commonwealth Carer Respite Service  
Case Management Services—Bendigo Health  
Central Victorian Stroke Support Group Inc  
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Commonwealth Carelink Centre – Information & Referral Service  
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Victorian Patient Transport Assistance Scheme – Department of  
Human Services  
Villa Maria Loddon Mallee Region – Case Management, CACPs

# **Aged Care Assessment Service (ACAS)**

## **Service contact**

**Phone:** 5454 7588    **Fax:** 5454 8278

**Contact Person:** Intake worker

## **Local Service Contact**

Tel: (03) 5033 1740 (enquiries only)

Tel/Fax: (03) 03 5032 2532

**Service Location:** 18 Beveridge st Swan Hill

## **Brief description:**

The Aged Care Assessment Service can assist people to access a range of Commonwealth funded services to help them continue to manage in their own home, or to enter an aged care home. ACAS help older people and their carers work out what kind of care will best meet their needs. ACAS provide information on suitable care options and can help arrange access or referral to appropriate residential or community care services such as Home and Community Care (HACC). An ACAS assessment and approval is required before people can access residential aged care, Community Aged Care Packages (CACPs) or Extended Aged Care at Home (EACH) Packages. The ACAS can also help arrange respite care. The idea of respite care is to give the person and their carer a break. It can either be care in a day-centre, support in your home for a few hours a week or the ACAS can approve a short stay in a residential aged care home.

## **Service access/entry criteria:**

The Aged Care Assessment Program under which ACAS operate is a program designed for frail older people although younger people with disabilities may sometimes require ACAS input. The Aged Care Program particularly recognises the need *to ensure that older persons who belong to the following groups have equitable access to Aged Care Assessment Team services:*

- Aboriginal and Torres Strait Islander people
- people of culturally and linguistically diverse backgrounds
- people living in rural and remote areas
- veterans, their spouses, widows and widowers
- people with dementia;

**Reference:** *Aged Care Assessment Programme Operational Guidelines*

**Referrals:**

Referrals to ACAS may be via general practitioner, acute and sub-acute health services or people may self refer to the service.

**Service coverage:**

Loddon Mallee ACAS: Bendigo staff are based in Bendigo, Castlemaine, Kyneton, Maryborough, Rochester and Swan Hill and can visit people at home throughout Loddon Mallee Region. Loddon Mallee ACAS: Mildura provide service in the Rural City of Mildura.

**Fees:**

There is no fee charged for an ACAS assessment.

**Waiting list:**

The waiting time from referral to an ACAS assessment varies depending on priority of referrals. Many of the services to which ACAS refer people have waiting lists.

# **Aged Persons Mental Health Service - Community Team**

## **Service Contact**

Tel: (03) 5454 7604

After Hours: 5454 7615

Fax: (03) 5454 7620

**Service Location:** Anne Caudle Campus, Barnard St Bendigo

## **Brief Service Description**

The Aged Persons Mental Health Service (APMHS) provides specialist assessment and treatment for aged persons with a mental illness. This service is provided to:

People aged 65 and older; and

Who have, or appear to have, a mental illness; and or

Exhibit behaviour that cannot be managed by other aged care service;

In some cases indicated by clinical assessment, APMHS will provide service to people aged under 65 years who exhibit symptoms of degenerative diseases associated with ageing such as pre-senile dementia or Alzheimer's disease.

The APMHS provides specialist assessment and treatment through a multi disciplinary team.

The community service provides home based comprehensive assessments of those in the community experience a mental illness. Building on the community based assessment this incorporates residential facilities and Acute and Subacute service where the team provides specialist Aged Mental health expertise. This is management utilising a case management style of care provision with support from; Consultant Psychiatrist, Psychiatric Registrar, Psychiatric Nurses, Psychologist, Social and Welfare worker.

## **Eligibility**

People aged 65 and older are eligible for this service if they have, or appear to have, a mental illness; exhibit severe emotional and /or behavioural disturbances; or those under 65 years assessed by the APMHS as being eligible due to ageing related conditions.

## **Referrals**

Referrals can come from any source. Referrals need to have the following details available if possible: reason for referral, presenting features/ behaviours/problems, significant recent and past history,

alerts/risks/safety factors, current medication, current support systems.

Entry to this service is via the Aged Person's Mental Health Service - Triage Service: **5454 7615**.

**Catchment**

Gannawarra (S), Campaspe (S), Buloke (S), Central Goldfields (S), Greater Bendigo (C), Macedon Ranges (S), Mount Alexander (S), Swan Hill (RC), Loddon (S)

**Fees**

This service is Free.

# Alzheimer's Australia Victoria

## **Service Contact**

**Tel:** (03) 5454 7690

**Helpline FreeCall:** 1800 100 500

## **Service Location**

Anne Caudle Campus Barnard Street, PO Box  
126, BENDIGO. VIC. 3550.

## **Brief Description**

Alzheimer's Australia Victoria offer a wide range of information and support services across the state in various forms including one to one counselling, family counselling, group work and education to community groups. The Dementia Helpline is a state-wide telephone information and support service. The Helpline is staffed by professional counsellors and trained and experienced volunteer advisors. Many of the advisors have personal experience in dementia care.

## **Eligibility**

People concerned about memory issues. People diagnosed with dementia and/or carers of a person with dementia

## **Indicative waiting time**

4 - 6 Weeks

## **Catchment**

Greater Bendigo (C), Loddon (S), Macedon Ranges (S), Central Goldfields (S), Buloke (S), Gannawarra (S), Mount Alexander (S), Swan Hill (RC)

## **Fees**

This service is Free

# **Buloke Shire Council – Aged & Disability Services**

## **Aged Care Assessment**

### **Service contact**

Phone: (03) 5493 7400

Fax: (03) 5493 7395

Email: [mccs@buloke.vic.gov.au](mailto:mccs@buloke.vic.gov.au) (enquiries only)

### **OFFICE HOURS**

Monday - Friday

9.00am to 5.00pm

### **Contacts**

**Birchip:** Margaret Pollington, (03) 5492 2859; Mobile, 0407 328 472

**Charlton:** Anne Livingston, (03) 5491 1755; Mobile, 0418 510 899

**Donald:** Anne Livingston, (03) 5497 1300; Mobile, 0418 510 899

**Sea Lake:** Estelle Trembath, (03) 5070 1218; Mobile, 0418 329 179

**Wycheproof:** Margaret Pollington, (03) 5492 2859; Mobile, 0407 328 472

### **Brief service description**

The Assessment Team provides the first point of entry for aged and disability services provided by Council.

### **Referrals**

Referrals are taken over the phone and if a person is eligible, an Assessment Officer will visit the person at home in order to assess the person's needs and provide information on Council and other community care services in the municipality.

### **Eligibility**

Frail aged and disabled.

### **Fees**

This service is Free

### **Catchment(s)**

Buloke (S)

***The following services are available through the Buloke Shire Council:***



## **1. Community Aged Care Packages**

Community Aged Care Packages provide Case Management to help people with complex care needs remain living in their own home. They are designed for each individual and based on their particular needs.

### **Eligibility**

To be eligible to receive a Care Package your needs must first be assessed by ACAS.

### **Fees**

The Aged and Disability Service is flexible in order to meet the varying financial needs and requirements of the client. The Assessment Officer will discuss the cost with you, during the assessment.

### **Indicative waiting time**

There is generally a waiting list for this program.

*The following services are available through the Buloke Shire Council Home and Community (HACC) Program. These services are directed towards the frail, aged and people with disabilities and their carers. To determine whether a person is eligible, a variety of questions relating to individuals circumstances, including health are asked. Fees are discussed with the person at the time of assessment.*

## **2. Delivered Meals - Meals on Wheels HACC**

Food services are offered to clients on a basis of up to seven days a week. Each client is an individual and therefore special dietary needs are also taken into account. A hot or ready-to-heat midday meal is delivered at low cost to the aged, the ill, those with disabilities and those unable to cook for themselves. Special diets including those for diabetes sufferers can be provided.

## **3. Home Care**

Home Care services are available to frail elderly, incapacitated or ill residents and those with disabilities, to help with household duties including cleaning, laundry, meal preparation and shopping.

## **4. Home Maintenance**

Home Maintenance provides the client with safety and security within their own home. The service includes external repairs or maintenance to the home.

- Repairing door locks, doors, steps and windows
- Installing hand rails, ramps and other aids

- Changing light bulbs
- Installing battery operated smoke detectors
- Lawn mowing and garden maintenance
- Fitting of disability aids, such as rails in showers, in consultation with Occupational Therapists.

### **Fees**

Minimal hourly fee plus cost of materials & tip charges for rubbish removal.

## **5. Personal Care**

Personal Care is offered seven days a week in conjunction with the District Nursing Service. The service includes personal hygiene, nail care, tuck in service and wake up service. Personal Care services provide assistance at home with daily living for the frail aged, the ill and those with disabilities to help with showering, grooming, dressing and general hygiene. The program assists families and carers in their caring role.

## **6. Planned Activity Group**

The day program provides social support, recreation, activity-based programs and enhancement of daily living skills for the frail aged and those with disabilities. Activities provide respite for families or carers.

### **Fees**

\$7 per day; transport by community taxi is an extra cost.

## **7. Respite Care**

The aim of the Respite Care service is to support the Carers of the aged/frail and people with disabilities. This service is provided in the home. Respite Care is offered on a regular basis or in large blocks to meet the needs of the carer. This service is the provision of a substitute Carer to enable the primary Carer to undertake other activities.

## **8. Senior Citizens**

Senior Citizens groups are encouraged and provided for in many locations within the Buloke Shire Council. These clubs provide recreational activities, social gatherings and day trips all Senior Citizens are encouraged to participate in these groups.

## **9. Social Support**

Social support services are provided for the aged, ill, housebound and those with disabilities. Support may include transport to medical appointments, social activities and a friendly visiting service which provides outreach support. This is not a counselling service.

### **Fees**

Fees are charged according to the activity.

## **10. Transport - HACC Community Transport**

A minibus service for residents unable to use public transport because they are aged, frail or have disabilities. The service operates on weekdays providing transport from home to a range of community venues. The bus is fitted with a hoist for wheelchair access within the municipality.

Volunteers also provide transport for once-off medical and social appointments within and beyond the municipality and including Swan Hill and Melbourne.

### **Availability**

Bookings required. Volunteer transport service depends on the availability of drivers.

### **Fees**

Minibus service - nil

Volunteer transport service - minimal fee depending on distance travelled.

## **11. Veterans' Home Care**

Veterans' Home Care provides a range of services for Veterans and Veteran Widows with a white or gold card, such as Home Care, Personal care, Home Maintenance and Respite Care.

Assessments are carried out by qualified local staff following initial contact with Assessment/ Co-ordination Agency.

# Carer Support and Commonwealth Carer Respite Service

## **Service contact**

Mon to Fri – 8.30am to 5.00pm and 24 Hour Emergency Respite

General: (03) 5454 7719

Carer Respite Centre: 1800 059 059

Carer Support Services: 1800 068 978

## **Brief description:**

Carer Support Services was established as part of the Victorian Carer Initiatives and the Commonwealth National Respite for Carers Strategy in the Loddon Mallee region. This team provides a "first contact" information point for carers, to assist and support them in accessing services including respite care.

## **Service includes:**

- To coordinate access to respite care services.

- To develop & maintain a residential booking service.

- To provide counselling, practical and emotional support to carers and recipients.

- To provide financial support where necessary via brokerage model.

- To establish & maintain 24-hour emergency access.

- To develop and coordinate the use of volunteers in the provision of respite.

## **Service access/entry:**

The Carer Centre provides a clearly and readily accessible regional focal point for carers providing information and support about the full range of services and other resources available to those in a caring role in the Loddon Mallee region. The service is provided to carers of people who have a disability, mental illness, are frail, aged, have dementia or a chronic illness.

## **Referrals:**

People may access carer support and respite services via self referral or referrals may be made by health professionals or other service providers.

## **Service coverage:**

Across the Loddon Mallee region. Carer Support staff are located throughout the region in Castlemaine, Echuca, Swan Hill, Mildura &

Bendigo.

**Fees:**

There is no fee charged for Carer Support Services. A fee may be applied to respite services.

**Waiting list:**

The waiting time for carer support is minimal, however there may be a wait for some respite services, particularly residential respite.

# **Case Management Services**

## ***(Previously Community Care Options)***

### **Service Contact:**

Phone 5454 7833

Fax 5454 7846

### **Local contact: Buloke Shire Area**

Phone: (03) 5494 3366

Fax: (03) 5494 3429

### **Service Location:**

100 Barnard Street, BENDIGO. VIC. 3550.

### **Brief Service Description**

#### **Brief Service Description**

Bendigo Health Case Management Services provide support for clients with a disability, chronic illness or age related frailty who:

Have complex needs affecting their independence and safety and,

Want to remain living at home in their local community for as long as possible or,

Has a carer who needs support in order to maintain their caring role.

#### **What is Case Management?**

Case Management is a direct service, referring to the management of services, not people.

Affirms the individual's right to be involved in decisions relating to their needs, wants and aspirations.

Provides a single contact point for clients, their carers and service providers.

Individualised support based on identification of needs, setting of and regular review of client goals.

Implementation and coordination of appropriate services and resources to meet agreed goals.

Primarily focussed on maintaining and or gaining independence and encouraging positive involvement within the community.

Undertakes an advocacy role where needed to ensure the persons rights are protected.

Co-ordinates support systems and services and clarifies what is to be achieved by everybody involved.

Services include:

[Acquired Brain Injury Services](#)

[Chronic Illness Relief Program](#)

[Community Aged Care Packages](#)

## [Extended Aged Care At The Home \(EACH\)](#)

### [Flexible Care packages](#)

### [Linkages](#)

#### **Service access/entry criteria:**

Bendigo Health Case Management Services gives priority where:

Services are culturally inappropriate.

The person is geographically isolated.

Appropriate services do not exist.

Anyone who is referred to Bendigo Health Case Management Services should:

- Have a desire and commitment to remain living at home or in their local community.
- Require case management support to help overcome those factors that place them in a vulnerable or at risk situation.

#### **Referrals:**

To make a referral send the Department of Human Services Service Coordination (Consumer Information, Consumer Consent and Summary and Referral Information) forms to a Team Leader. These forms are available at [www.connectingcare.com](http://www.connectingcare.com) or by calling our office.

#### **Service coverage:**

Staff are located throughout the region in Bendigo, Echuca, Kyabram, Swan Hill, Mildura, Ouyen, Castlemaine, Kyneton, Kerang, and Wedderburn.

#### **Fees:**

An income or means based fee is charged, however people eligible to receive our services will not be excluded on financial grounds.

#### **Waiting list:**

People are accepted onto the program on the basis of their relative need. There are waiting lists for packages of care such as CACPs and EACH packages.

# Central Victorian Stroke Support Group Inc

## **Service Contact**

Tel: (03) 54437866

## **Service Location**

Lunch meetings held at: Brian Boru Hotel 1 McIvor Road, 14 Stephens Court, BENDIGO. VIC. 3550.

## **Brief Service Description**

Our Philosophy is:

To help people in the early stages of stroke and stroke recovery to find life, fun and laughter.

Our goals are:

1. Dream
2. Believe
3. Achieve.

Members receive a Name Badge. Survivors and their carers are equally welcome.

The group also visits survivors in the hospital and in their homes if requested.

## **Eligibility**

Survivors of stroke and their carers.

## **Indicative waiting time**

Nil

## **Catchment(s)**

Buloke (S), Campaspe (S), Central Goldfields (S), Greater Bendigo (C), Loddon (S), Macedon Ranges (S), Mount Alexander (S)

Area Serviced

Approx 100 km radius of Bendigo. People outside of the area are welcome.

## **Fees**

Annual Membership \$10.00

(can be made in two instalments)



# **Cognitive, Dementia and Memory Service (CDAMS) – memory clinic**

## **Service contact**

**Location:** John Lindell Rehabilitation Unit, Anne Caudle Centre

**Phone:** 5454 8500

## **Brief description:**

The multi-disciplinary team offers specialist assessment of peoples memory and associated deficits. The team provides assessment, diagnosis and treatment and management plans for people with memory problems and provides advice on strategies to improve or cope with memory problems. All people referred to the clinic will have:

- Expert clinical diagnosis
- Information on appropriate treatments
- Education, support and information
- Direction in planning for the future
- Information on dealing with day to day issues

Linkages for clients or their family to other service providers or community supports

The team work closely with other community support services such as Alzheimer's Australia Victoria, Carer Support Services and the general practitioner.

## **Service access/entry criteria:**

The service aims to assist people with memory loss or changes to their thinking, and those who support them.

## **Service coverage:**

The service is provided to people living in the Loddon Mallee region. Clinics are based in Bendigo, Castlemaine and Mildura.

## **Referrals:**

Referrals can be made through general practitioners, community agencies, or by self referral direct to the clinic.

## **Fees:**

There is no client fee for this service.

## **Waiting list:**

There is a waiting list for this service. Check with reception.

# Commonwealth Carelink Centre – Information and Referral Service

**Service Contact:**

**Hours of operation:** Monday to Friday 9:00AM - 5:00PM.

**FreeCall:** 1800 052 222

**Fax:** (03) 5444 5439

**Service Location:**

48 Queen St, PO Box 126, BENDIGO. VIC. 3552.

**Brief Description:**

Commonwealth Carelink Centres offer a single entry point for information about and referral to health and community services provided. Specifically, Commonwealth Carelink Centres target their services towards clients, carers, GP's, health professionals, service providers and the general public. The single source of information provided by Commonwealth Carelink Centres links you to a range of services and makes the time consuming and sometimes complex task of finding care and support easier. Commonwealth Carelink Centres promote and encourage independent living and flexibility to make choices about support needed to remain at home.

Carelink Centres have local knowledge about:

The range of services available and how to contact them

Who is eligible to receive the services

Whether there are any costs associated with receiving the services

Aged care assessment services for access to Community Aged Care Packages or entry into aged care homes

Your local Carelink Centre has information about the following services in your region:

household help, home modification and maintenance

personal, nursing and respite care

transport and meal services

disability services

day care and therapy centres

assessment, including Aged Care Assessment Teams

special services for dementia

continence assistance

support for carers

Community Aged Care Packages

aged care homes

a range of allied health care (eg. podiatry, physiotherapy etc) and support groups

**Who can use this service?**

The Commonwealth Carelink Centre information service can be used by anyone.

**Fees**

This service is Free

# East Wimmera Health Service

The health service provides acute care, nursing home, district nursing and community health and support services. East Wimmera Health Service Campuses are located at:

**BIRCHIP**26 Duncan St, Birchip 3483

Ph: 03 5477 7100 FAX: 03 5492 2455

**CHARLTON**4 - 8 Menzies St, Charlton 3525

Ph: 03 5477 6800 FAX: 03 5491 2010

**DONALD** Aitken Ave, Donald 3480

Ph: 03 54786200 FAX: 03 5497 1715

**ST.ARNAUD**52 North Western Road St.Arnaud 3478

Ph: 03 5477 2100 FAX: 03 54 772 131

**WYCHEPROOF**19 Grandview St, Wycheproof 3527

Ph: 03 5478 0700 FAX: 03 5493 7665

## Brief Service Description

### 1. Community Health Nurses

Community Health nurses at East Wimmera Health Service work in the community and provide services aimed at promoting the health and wellbeing of our communities. Community Health Nurses are an important contact for members in the community who have a chronic illness. These people may require assistance to maximise their quality of life whilst managing their chronic conditions. This can be supported by the Community Health Nurse. Community Health Nurses can provide a point of contact for information and education about general health issues.

### 2. District Nursing Service

The District Nursing Service provides assistance to clients to maintain optimum level of health and independence in their own home. The District Nurse liaises with other health professionals and service providers providing advocacy for clients. Self referral is welcome.

### 3. Planned Activity Group

The Planned Activity Group Program provides a planned and individualised service in a group setting. The aims of the Planned Activity Group Program are to:

- Maximise a person's ability to live at home and to continue to participate in the community by engaging them in a planned program designed to meet their individual needs.
- Provide a program that allows for each person to participate at their optimum level of independence.

**Fees:** A fee, which includes a meal applies.

**Transport:** Transport to the program can be arranged.

#### **4. Birchip Residential Aged Care—Wirrim Lodge Nursing Home**

##### **Service Contact:**

Tel: (03) 5477 7103

Tel/Fax: (03) 5492 2455

**Service Location:** 15 Taverner Street BIRCHIP , VIC 3483

##### **Brief Service Description**

Wirrim Lodge is a 10 bed (6 rooms - 4 shared, 2 single) high care residential aged care facility where residents are cared for by concerned friendly staff. Wirrim Lodge provide 24 hour Division 1 Specialized nursing care on every shift.

We are a restraint free environment but due to safety reasons coded exiting is required - press 1996E on pad and open door. Wirrim Lodge is also a no lift facility with all new electronic beds for all residents. Respite Care is available by arrangement.

Church services are conducted monthly and are advertised on the foyer notice board. We have regular clergy visits which can also be arranged on request.

We have a supportive volunteer program along with an in-house activity program. These programs are aimed in assisting residents to be involved in planned internal and external activities of their choice.

##### **Eligibility**

Must be assessed by ACAS as eligible for high level care.

##### **Catchment:**

Buloke (S). Birchip and surrounding area.

##### **Fees:**

Subject to financial assessment.

#### **5. Charlton Residential Aged Care**

##### **5.1 Charlton Hostel**

##### **Service Contact**

Tel: (03) 5477 6825

Tel/Fax: (03) 5491 2012

##### **Brief Service Description**

The Charlton Hostel is a 5 bed low level care facility providing ageing in place with visiting allied health services. The accommodation pro-

vided is in single or two bed shared rooms. All rooms are air conditioned and suitably heated to provide maximum comfort. Rooms are furnished, however, to encourage a more home like environment, residents are welcome to provide their own furnishings if these are not of a type that will hinder freedom of movement or ease of cleaning the room.

### **Eligibility**

Must be assessed by ACAS as eligible for low level residential care.

## **5.2 Karalinga Nursing Home**

### **Service Contact**

Tel: (03) 5477 6825

Tel/Fax: (03) 5491 2012

### **Brief service description**

The Karalinga Nursing Home is a service comprising of 10 beds offering both high and low care accommodation. The accommodation provided is in two bed shared rooms. All rooms are air conditioned and suitably heated to provide maximum comfort. Rooms are furnished, however, to encourage a more home like environment, residents are welcome to provide their own furnishings if these are not of a type that will hinder freedom of movement or ease of cleaning the room.

### **Eligibility**

Must be assessed by ACAS as eligible for high level residential care.

### **Fees**

Aged care residents are charged according to the fees advised by Department of Health & Aged Care Services. Further information is available from the Nurse Manager.

## **6. Donald District Nursing Home—Riverview Haven**

### **Service contact:**

Phone: (03) 5497 1500

Fax: (03) 5497 1715

Email: donald@ewhs.org.au

**Service location:** 7 Aitken Avenue, Donald, Vic, 3480

### **Brief service description**

Riverview Haven Nursing Home offers 12 high level residential care beds. Palliative care nursing, diversional therapy and allied health services are provided.

**Eligibility**

Must be assessed by ACAS as eligible for high level residential care.

**Fees**

As per Government policy

**Area serviced**

Donald and district.

**7. Wycheproof Residential Aged Care—Grandview Lodge****Service Contact**

Tel: (03) 54780700

Fax: (03) 5493 7665

**Service Location**

Grandview Street, (PO Box 82), WYCHEPROOF. VIC. 3527.

**Brief Service Description**

Grandview Lodge is a residential facility offering nursing home and hostel accommodation.

- 30 bed residential facility including one dedicated respite bed and a 10 bed secured area.
- Respite bed is managed through respite carers support in Bendigo and only available to people who have aged care assessments and who have not used up all their respite days allocated by the Commonwealth.
- A very individual and interactive activities program is offered to all residents.
- Ageing in place.
- Single room accommodation. 10 single rooms with private ensuites and 20 single rooms with shared ensuites.

**Eligibility**

Respite bed is managed through respite carers support in Bendigo and only available to people who have aged care assessments and who have not used up all their respite days allocated by the Commonwealth.

**Area Serviced**

Wycheproof and surrounding areas

# Goodwin Village - Donald

## **Service Contact**

Tel: (03) 5497 1304

Fax: (03) 5497 1769

## **Service location**

22 Camp Street, PO Box 196, DONALD. VIC. 3480.

## **Brief service description**

Goodwin Village is a Residential Aged Care facility with Aged and Disability Persons' Hostel and Independent Living Units.

Goodwin Village provide dementia specific care and ageing care in place.

Reflecting the motto "*Living with Friends*" Goodwin Village provides care and support to aged and disabled residents in a professional and ethical manner.

## **Eligibility**

Must be assessed by ACAS as eligible for low level residential care.

## **Area Serviced**

Buloke Shire



# Rural Health Team – Bendigo Health

## Service Contact

**Phone:** (03) 5454 7102

**Fax:** (03) 5454 7107

**Service Location:** Bendigo Health Care Group P.O. Box 126,  
Bendigo. 3550. VIC

## Brief service description

Rural Health Team is an allied health program that supports people who are frail aged or have a disability to continue to live at home safely and independently. The team of allied health staff are based at Bendigo Health Care Group and travel regularly to visit rural communities that do not have access to a range of allied health services. Clinic and home based services are provided.

The allied health services that are available through Rural Health Team include:

### DIETETICS -

Everyone needs good nutrition to enhance health and wellbeing. The dietitian can help you to make decisions about food taking into account your needs and taste preferences.

### OCCUPATIONAL THERAPY -

The Occupational Therapist can help improve your independence and safety with daily activities both at home and in the community. The techniques and equipment used are specialised to suit your needs and may include home modifications.

### PHYSIOTHERAPY -

Physiotherapy deals with a large range of movement disorders. The Physiotherapist can provide a personalised program aimed at achieving maximum discomfort, mobility and independence.

### PODIATRY-

The Podiatrist provides treatment, advice and education to help resolve or prevent foot problems in people with specific medical conditions.

### SPEECH PATHOLOGIST -

The Speech Pathologist will be able to assist you if you have communication or swallowing difficulties due to stroke, disease, injury, and cancer or hearing loss.

Rural Health Team at all times aims to support and liaise with the person receiving the service, carers, family and community based programs to ensure that services are delivered in a way that suits the individual needs of the person.

**Eligibility**

Rural Health Team assists the frail aged, people with disabilities who are vulnerable and at risk and their carers.

**Referral**

Referrals to Rural Health Team are welcome from any source, including self referral. Referrals for allied health services sometimes require prioritising. People whose disability places them in a vulnerable situation or who are at risk are our highest priority.

**Area serviced**

Services are provided to people who live in rural towns and communities of the Local Government Authorities of Campaspe, Gannawarra, Buloke, Loddon and Greater City of Bendigo in the Loddon Mallee Region.

**Fees**

A \$20.00 registration fee applies to people receiving allied health treatment from the team.

The Podiatrist charges a nominal fee for subsequent appointments.

# Sea Lake & District Health Services

## **Service Contact:**

Tel: (03) 5070 2155

Fax: (03) 5070 2132

## **Service Location:**

33-43 McClelland Avenue, PO Box 211, SEA LAKE. VIC. 3533.

## **Brief Service Description**

This service is a Bush Nursing Hospital providing Acute Care, Accident & Emergency, Outpatients, District Nursing, Nursing Home (Kaleesa) and an Aged Care Hostel (Carinya). Additional Services provided from the Hospital include:

Podiatry

Physiotherapy

Speech Pathology

Dietetics

Adult Day Activities and a Community Outreach Health Worker.

District Nursing

Family Services

Planned Activity Group

The Health Service also conducts the Neighbourhood House Program and Family Support Counselling Service from Felton House in Best Street, Sea Lake.

## **1. Carinya Hostel for the Aged**

Carinya Hostel for the Aged is a 20 bed facility, including 1 respite bed and 4 double rooms for couples. Allied health professionals visit the Hostel. A Minister of Religion also visits and church services are held monthly. Activity Programs are conducted 4 days per week. Carinya Hostel for the Aged has spacious garden facilities in a rural setting, including a BBQ area.

## **Eligibility**

Must be assessed as by ACAS as eligible for low level residential and/or respite care.

## **2. Kaleesa Nursing Home**

Kaleesa Nursing Home is a 17 bed high level residential care facility. For permanent and short term respite care. Kaleesa also has a secure dementia care wing.

**Eligibility**

Must be assessed by ACAS as requiring high level residential and/or respite care.

**Fees**

As per Government policy

**Area serviced**

Sea Lake and district

**3. Continence Nurse Visiting Allied Health Service**

Assists people with incontinence (inability to control the bladder or bowel), their families, and carers in understanding and managing incontinence. The service assists people with information on aids, appliances and education in correct use and care of these appliances.

# Veterans Affairs Network

## **Service contact**

**Hours of Operation:** 10am-1pm Monday and Tuesday, and appointments can be made for other times.

**Location:** Anne Caudle Campus

**Phone:** 5454 7299

## **Brief description:**

The aim of the Veterans Affairs network is to promote independence and quality of life of the veteran community through facilitating access to both Department of Veterans Affairs and community services. A full-time Community Adviser and a part-time Veteran's Adviser staff the office. The Community Adviser primarily works with the organisations and groups such as service providers and ex-service organisations (ESO's). The role of the Veterans Adviser focuses more on one-to-one contact with veterans and their families to facilitate an understanding of, and access to, both DVA entitlements and to other services available in the community.

## **Service access/entry criteria:**

The service is offered to people who hold a Veterans White or Gold card. Veterans, Widows of Veterans or Spouse/Family member or carer of a veteran.

## **Service coverage:**

The service is provided to Veterans living in the Loddon Mallee region, excluding Mildura. Outreach visits are held on a regular basis across the region at Swan Hill, Kerang, Echuca, Charlton, Kyabram, Castlemaine and Maryborough.

## **Referrals:**

Referrals are received from any source.

## **Fees:**

There is no client fee for this service.

## **Waiting list:**

There is no waiting list for this service.

# Villa Maria- Loddon Mallee Region

## Case Management

### Service Contact

**Tel:** (03) 5442 1966

**Fax:** (03) 5442 1644

### Service Location

Shop 7, 269 High St, GOLDEN SQUARE. VIC. 3555.

### Service Description

Community Aged Care Packages

Case Management- Aged and Disabled

### Eligibility

Must be ACAS assessed

### Indicative waiting time

Variable

### Catchment

Greater Bendigo (C), Campaspe (S), Buloke (S), Central Goldfields (S), Gannawarra (S), Loddon (S), Macedon Ranges (S), Mount Alexander (S), Swan Hill (RC)

*Loddon Mallee Region*

### Fees

As assessed

# **Victorian Patient Transport Assistance Scheme (VPTAS)**

**Department of Human Services - Loddon Mallee Regional Office  
(main site Bendigo)**

## **Service Contact**

Coordinator of VPTAS program - 1300 737 073

## **Description**

Financial assistance for travel and accommodation expenses relating to specialist medical appointments. Claims take 4 - 6 weeks to be processed. The Victorian Patient Transport Assistance Scheme (VPTAS) aims to improve accessibility of specialist medical and oral health services for rural Victorian residents by reducing the financial disadvantage of patients living in rural areas who require specialist services. VPTAS provides partial reimbursement to assist with travel and accommodation costs incurred by rural patients and if appropriate, their escorts, when travelling long distances or staying away from home to receive specialist medical treatment.

It is acknowledged that it is not possible to cover all scenarios under the VPTAS policy. Therefore it is recommended that patients or practitioners who have specific questions regarding VPTAS contact the nearest Rural Regional Office for further information.

VPTAS brochure, application form, and claims diary are available from the DHS website.

## **Eligibility**

Any age group is eligible. Applicants must reside in the Loddon Mallee Departmental Rural Region and travel a distance of at least 100km one way to seek approved specialist medical treatment to apply for the scheme. An application form needs to be completed.

## **Indicative waiting time**

No waiting list for this program.

## **Catchment(s)**

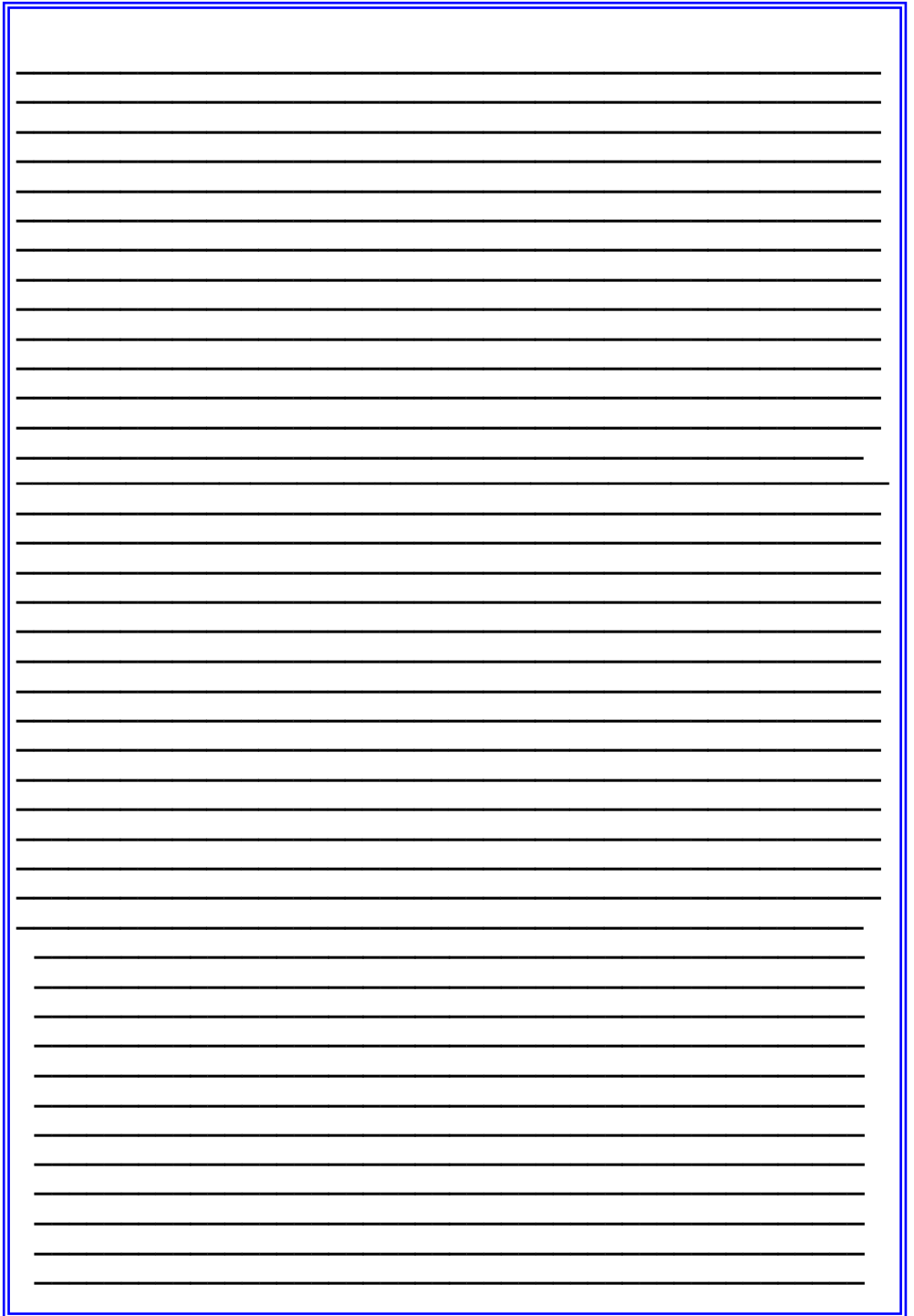
Buloke (S), Campaspe (S), Central Goldfields (S), Gannawarra (S), Greater Bendigo (C), Loddon (S), Macedon Ranges (S), Mildura (RC), Mount Alexander (S), Swan Hill (RC)

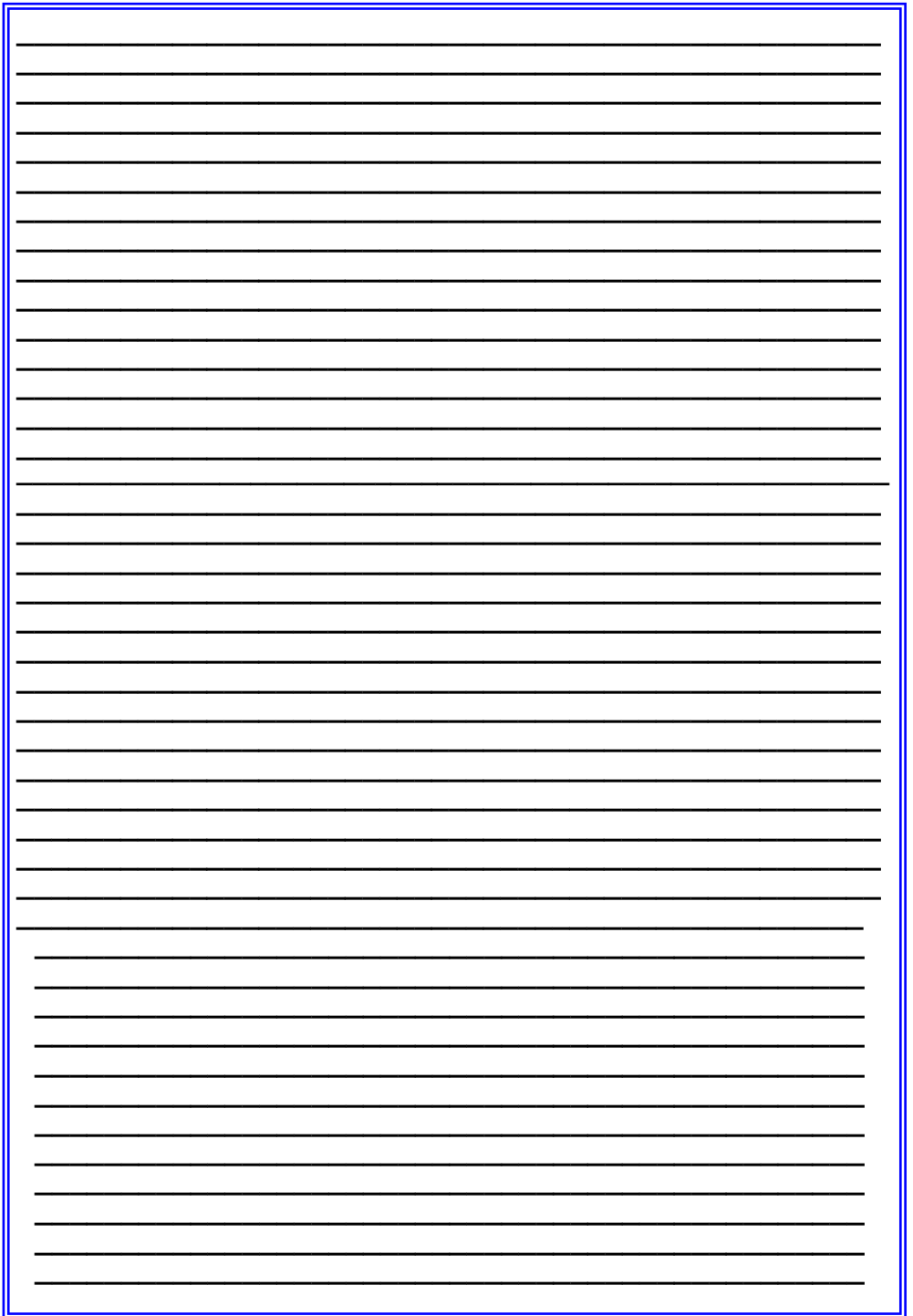
## **Fees**

This service is Free









**This booklet was first produced in 2007 by Angela Crombie, Project manager, Collaborative Health Education & Research Centre, Bendigo Health, and assisted by an Advisory Committee consisting of the following people:**

- Professor Peter Disler (Chair), Director of Medicine, Bendigo Health
- Mrs Shirley Austin, Carer
- Mrs Pam Paynting, Carer
- Mr Eddie Beer, Carer
- Mr Kevin Bowe, Team Leader—Aged Care, Department of Human Services
- Ms Jenni Ham, Operations Manager—
- Mr Rod Flavell, Manager—Aged & Disability Services, City of Greater Bendigo
- Ms Yvonne Parsons, Community Care Coordinator—Aged & Disability Services, City of Greater Bendigo
- Ms Julie Flynn, Manager—Intake & Assessment, Bendigo Health
- Ms Ann Broben, Site Leader—Carer Support Services, Bendigo Health
- Ms Dianne Senior, Manager—Home Nursing & Support Services, Bendigo Health
- Ms Fay Thomas, Counsellor, Alzheimer’s Australia, Victoria
- Ms Lesley Delahunty, Counsellor, Alzheimer’s Australia, Victoria
- Mrs Marlene Connaughton, Nursing Director, Residential Services, Bendigo Health
- Ms Ronalda Cowcher, Unit Manager—Simpkin House, Bendigo Health
- Ms Jane Peterson, Unit Manager—Marjorie Phillips Unit, Bendigo Health
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- Ms Sue Jones, Unit Manager—Inpatient Rehabilitation, Bendigo Health
- Ms Robin Cottrill, Manager—Post Acute Care, Bendigo Health
- Ms Chris Fishley, Program Manager ClinicSMART, Bendigo & District Division of General Practice
- Mr Neil Brewer, Manager—Aged Persons Mental Health Service, Bendigo Health
- Ms Margaret McCready, Service Coordinator Project Worker, Bendigo Loddon Primary Care Partnership
- Ms Cathy Driver/Ms Leanne Muns, Project Manager—Person Centred Care, Bendigo Health
- Ms Ann Howe, Manager/Pharmacist, White Hills Pharmacy

**The booklet was updated in November 2008.**

This booklet of Dementia services available in the Buloke Shire was produced as part of the “Improving the Dementia Care Journey” project funded by the Victorian Department of Human Services in 2007.

Information has been updated and is correct at time of printing November 2008.

Much of the service information has been reproduced from [www.connectingcare.com](http://www.connectingcare.com).

This booklet will be updated each 12 months.  
For an updated booklet please email:  
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Or phone Angela Crombie (03) 5454 6415



